



31 May 2022

Dear VBS customer

**DP World Southampton – Business Landside Update, and  
Annual Adjustment of Vehicle Booking System (VBS) Service Charges**

**DP World Southampton – Business Landside Update**

As you are no doubt aware, infrastructure and building works have played a large part of landside operations this year and we would like to thank you and your drivers for your patience and understanding in the various temporary traffic systems that have been in place. Some of our various works have included: -

- New Border Control Post (BCP), Offices and Car Park – infrastructure investment made and ongoing
- Terminal Straddle Carriers now fully transferred to HVO providing more than 80% reduction in CO2 emissions. New parking infrastructure/equipment for Straddles configured to improve truck turnaround time and improved parking conditions for Port staff
- Second Empty Park opened for direct servicing to customers assisting with traffic flow and decreased truck turnaround times
- Landside Transfer Areas reconfigured to provide additional truck delivery/collection areas, together with reefer expansion transfer area

We have all faced challenges over the last 12 months with vessel arrival times and increased container dwell times at the Terminal, together with dealing with a pandemic, increased inflation, and high energy/fuel prices. We have worked together, and with the increased volumes and your help, we have an average truck turnaround time of 45 minutes, together with offering 3,000 truck visits in a 24-hour period.

**Annual adjustment of Vehicle Booking System (VBS) Service Charges**

Following our regular service charge review, please note below the DP World Southampton VBS Tariff which will come into effect from 1 September 2022 until 31 August 2023.

As DP World UK, our aim is to align our 2 Terminals as much as possible for customer continuity and have taken the decision to move the tariff increase date to 1 September 2022 to be in line with DP World London Gateway Tariff increase which has provided customers with an additional 2 months VBS charges at last year's rate.

Due to increasing demand for VBS bookings during peak periods, the Peak Hour booking charge will be adjusted to £5.00 per VBS booking between 04:00 - 07:00 hours and 12:00 - 18:00 hours. VBS bookings are free of charge for the off-peak access times each day. This will assist and encourage a more stable flow of containers through the Terminal and will contribute to the cost of providing 24/7 capacity that is utilised only at limited peak hour times.

We have, unfortunately, seen a sharp increase in damages caused by drivers to our Terminal assets, especially barrier arms at our entrances/exits and to cater for the increased administration and investigation work required, we are implementing an administration charge per damage instance. Each damage claim will be investigated on a case by case basis and will be invoiced manually.

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**DP WORLD**

A breakdown of all the charges are in the table below with brief explanations marked by a symbol and further Q&A are in the attachment.

VBS service charges have been revised in line with the Retail Price Index. With the April 2022 RPI at 11.1%, the new VBS charges for 2022/23 are as follows:

ITEM	CHARGE FROM 01/09/2021 - 31/08/2022
Off-Peak Booking	Free
Peak Booking	£5.00
Weekend Booking charge - Sat 12.00 - 18.00 ▪ / Sun 07.00 - 19.00 ▪	£13.15
VBS Premium Container Listing (per container)	£0.21
VBS Non-Conformance Charge ◻	£50.00
Passenger in cab charge	£131.53
Vehicle Euro IV and Euro V Emission Charge ◊	£5.55
Replacement, Permanent or Temporary Driver ID Card ●	£37.85
Permanent Driver ID Card On-Line ◻	£25.00
Terminal Damage Administration Fee ( <i>per instance</i> )	£250.00

- *Not currently applied to encourage weekend collection. We reserve the right to reinstate these charges and will provide 14 days' notice in the event of this happening*
- ◻ *VBS Non-Conformance Charge: - common examples: No vehicle has arrived within the VBS booking time, driver departs Terminal within 60 mins of arrival without completing transactions, seal check not completed*
- ◊ *Charge for high emission vehicles*
- *Charge for Permanent or Temporary (valid for 24 Hours) Driver ID Card - Go Live Date TBC*
- ◻ *Charge for Permanent Driver ID Card application on-line - Go Live Date TBC*

Please note that our safety and security procedures prohibit unauthorised passengers to travel in trucks whilst in the Terminal. For specific purposes, authorisation for a passenger can be obtained from our Operations Administrator at least 24 hours before the truck arrives at the Terminal by emailing [operationsadmin@dpworldsouthampton.com](mailto:operationsadmin@dpworldsouthampton.com).

Our VBS charges are subject to VAT and a standard rated VAT specification will show on your invoices.

If you have any questions or feedback, please contact our Commercial Team – [commercial@dpworldsouthampton.com](mailto:commercial@dpworldsouthampton.com) or call 023 80 701701.

Thank you once again for your continued support.

Yours faithfully

Angela Smith  
Product Development Manager – Road Access Services – UK Commercial



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### Question and Answers

#### VBS Weekend Charges

DP World is committed to providing a smooth flow of containers to support supply chains serving the UK economy. We aim to improve the overall flow of containers departing and arriving at the Terminal and are continually looking at ways to improve efficiencies for our customers in this area.

To encourage weekend collections to assist in decreasing dwell time of containers as much as possible, we are currently not applying the weekend collection charge, despite incurring additional labour charges. We do, however, reserve the right to reinstate these charges and will provide 14 days' notice in the event of this happening.

#### Why have you adjusted peak hour booking fee?

DP World is committed to providing a smooth flow of traffic into the Terminal to support supply chains serving the UK economy. We aim to improve the overall flow of containers connecting between road vehicles and the Terminal and are continually investing to improve efficiency for our customers in this area.

Customers who can book an increased share of VBS bookings to non-peak bookings will benefit from free booking fees and support us in driving down the average time needed to service vehicles.

It has, unfortunately, become necessary to adjust the VBS peak hour booking fee to accurately assign the cost of providing increased fixed labour and equipment determined by peak demands on the Terminal. The VBS peak hour booking fee remains a very small proportion of the total supply chain cost.

With international supply chains under strain across the global economy, it makes sense to try to balance flows so that efficiency is maximised across supply partners to make best use of the assets available to keep UK trade moving.

Drivers can still collect containers free of charge by utilising the off-peak slot capacity allowing our supply chain partners to drive up efficiencies across the supply chain.

We have, and will continue, to make investments to increase the flow efficiency of containers through the Terminal in a safe, efficient, and sustainable manner. These investments include provision of additional capacity, improved infrastructure, and Port Systems.

#### When is a VBS Non-Conformance Charge applied?

A VBS Non-Conformance Charge is applied when drivers have not conformed to the VBS booking criteria which ensures the collection/delivery of containers is managed. There are many scenarios, but the most common non-conformances are: -

- No vehicle has arrived within the VBS booking time
- Driver departs Terminal within 60 mins of arrival without completing transactions
- Driver has in-gated but attempts to return the booking to the system – this booking is now used and cannot be returned
- Driver has not completed seal check, this results in the cancellation of the booking

#### Driver ID Card Charges

The project of installing Driver ID cards is progressing, however we are not yet ready to go live and will provide full details/instructions in due course. The charge includes labour and material costs, processing through our Port Systems, printing and posting and is a small reflection of the actual costs involved.

#### Vehicle Euro IV and Euro V Emission Charge

DP World has environment and sustainability at the core of our business for our customers, our people, and our society.

Trucks entering the Terminal that are Euro III, IV and V type (license plate of '63' or older) will continue be charged per VBS booking. A separate database is kept for private licence plates, where operators demonstrate their trucks are compliant.

Revenues are limited and are used for continued sustainability investments.